Process Name: Purchasing	**Process Identifier:** PU
Sub-Process Name: Vendor Maintenance	**Sub-Process Identifier**: PU-6

Sub-Process Purpose and Objectives: To register vendors to conduct business with the State and to make vendor-requested changes to the data in the TOPS system.

Sub-Process Description: To register with the State, a vendor downloads a registration form from the State's Website, then completes the form and faxes it to Central Purchasing. Central Purchasing reviews the form for completeness and accuracy, and if there are no problems with the form, Central Purchasing enters registration data first into STARS and then into TOPS. ACH and W-9 information are sent to the Accounts Department.

If a vendor wished to change its registration information, the vendor submits a request via email (must be on letterhead), fax (must be signed), or U.S. Postal Service (must be signed). If Central Purchasing approves the change(s), the vendor's information is updated in TOPS. If the change is to the vendor's address, incorporation information, or FEIN, a form is completed and sent to Accounts, and Accounts updates the vendor's information in STARS. Accounts then sends a screen-print of the changes in STARS and a copy of the two-part form (the form that was originally completed by Central Purchasing and sent to Accounts) to Central Purchasing.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Vendor submits a registration form to Central Purchasing • Vendor submits a request to change its information on file with the State	• Vendors • Central Purchasing • Accounts Department

Inputs:

Input	Format	Volume/Time	Suppliers
Vendor registration forms	Paper (via mail)		Vendors
Vendor registration forms	email		Vendors

Process Name: Purchasing		Process Identifier: PU	
Sub-Process Name: Vendor Maintenance		Sub-Process Identifier: PU-6	
Vendor registration forms	fax		Vendors

Outputs:			
Output	**Format**	**Volume/Time**	**Recipients**
Correspondence with vendors (confirmation or rejection of data-maintenance request)	Paper		Vendors

Performance Measures Tracked:		
Measure	**Approx. Value**	**Target Value**

Laws, Regulations, and Policies That Govern Sub-Process: Purchasing policy and State and federal code

Current Sub-Process Issues/Problems:

Improvement Opportunities:

Opportunity *Merge cells to link one Opportunity to multiple impacts)*	Organizational Impacts *(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)*	
Implement Internet-based vendor self-service that is fully integrated with the Purchasing system for registration and for the maintenance of certain data items	Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to vendor; allows for redirecting state staff to more value-added tasks	

Process Name: Purchasing	**Process Identifier:** PU	
Sub-Process Name: Vendor Maintenance	**Sub-Process Identifier**: PU-6	
Increased vendor access to bid opportunities through the use of "push" technology to notify vendors of bid opportunities (based on the commodities they are registered to provide) through industry-standard email applications	Internet access and training may be issues in implementation; more competition for goods and services	
Single consolidated vendor file for purchasing and accounts payable use reduces duplicate data entry and provides for consistent entry of vendor information	System impact and training required; issue of responsibility to maintain	
Applications that Support the Sub-process		
Application Name(s) *(Internal name and vendor's name)*	**Technology Description** *(Programming vendor, language, platform, database, etc.)*	
TOPS	TOPS is based on a system that was developed by Information Management Specialists, Inc.; the company conducts business under the name of Informs. Informs' name for the system is Advanced Government Purchasing System (AGPS). The system is written in COBOL and runs on a mainframe.	
STARS	STARS is a mainframe-based governmental accounting system that was developed by KPMG. It is written in COBOL and uses an IMS database.	
Internet		

Process: Purchasing
Sub-Process: VendorMaintenance
Prepared by: STA

File: PU-6 Vendor Maint.vsd
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Vendor

Vendor Wished to Register with the State

Vendor Wished to Change its Registration Data

1 *(Go to second page)*

Download Registration Forms

Receive & Complete Registration Forms

Send Registration Forms to State

Discuss Problems with State

CentralPurchasing

Receive Registration Forms

Discuss Problems with Vendor

Vendor Information Complete & Accurate?

No

Yes

Enter Vendor Info. into STARS & TOPS

Send ACH & W-9 Information to Accounts

Accounts

Send ACH & W-9 Information to Accounts

STARS

Data Entered

End

TOPS

Data Entered (must be entered into START before TOPS)

Internet

Registration Forms Downloaded

Process: Purchasing
Sub-Process: VendorMaintenance
Prepared by: STA

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Vendor

1

Submit Request to Change Registration Data via:
- email (must be on letterhead)
- Fax (must be signed)
- U.S. Postal Service (must be signed)

Receive Notification of Problem

Central Purchasing

Receive Request for Data Change

Change Approved? — No → Notify Vendor of Problem

Yes

Modify Data in TOPS

Change to Address, Incorporation, FEIN? — Yes → Complete Form and Send to Accounts

No

End

Receive and File Screen Print and Copy of 2-Part Form

End

Accounts

Receive Form from Central Purchasing

Enter Data into STARS and Do a Screen Print

Receive Screen Print & Send Screen Print and Copy of 2-Part Form

STARS

Data Entered

TOPS

Data Modified